

AroMed Essentials Refund/Return Policy

Thank you for shopping at AroMed Essentials!

We offer refund and/or exchange within the first 15 days of your purchase, if 15 days have passed since your purchase, you will not be offered a refund and/or exchange of any kind.

Eligibility for Refunds and Exchanges

- Your item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- To complete your return, we require a receipt or proof of purchase.
- Only regular priced items may be refunded, sale items cannot be refunded.
- If the item in question was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return.

Exchanges *(if applicable)*

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at orders.aromed@gmail.com and send your item to: 50 Main Street, Montpelier, VT 05602.

Exempt Goods

The following are exempt from refunds:

- Gift cards
- Used or opened personal care items

Refunds are granted *(if applicable)*

- Any item that arrives damaged or missing parts for reasons not due to our error.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 15 days.

Late or missing refunds

- If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.
- If you have done all of this and you still have not received your refund yet, please contact us at orders.aromed@gmail.com

Shipping

Products that you want to be refunded for must be sent to the following Address 50 Main Street, Montpelier, VT 05602.

- You will be responsible for paying for your own shipping costs to return your item, unless the product arrived damaged. Then, photo evidence of the damage must be provided.